

City of Denham Springs

Job Description

Job Title: Utilities Billing Clerk
Department: Utilities
Reports to: Utilities Office Manager
FLSA Statue: Non-Exempt

Job Summary:

This position is responsible for processing and managing customer utility billing, maintaining accurate records, and responding to customer inquiries and complaints. The ideal candidate will be detail oriented, organized and able to work effectively in a team environment.

Duties/Responsibilities:

- Process and manage customer utility billing for Gas, Water, and Sewer services
- Responsible for generating final bills, delinquent billing accounts, penalties, and shut off notices
- Coordinate with meter readers in order to complete the billing process in a timely manner
- Review readings , investigate variances, and validate data pertaining to billing
- Collaborate with other departments to ensure accurate and efficient billing processes
- Tracking and communicating upcoming deadlines and delinquencies to avoid shut-off of service
- Respond to customer inquiries and complaints in a timely and professional manner
- Support customer service representatives
- Perform other duties as assigned

Job Qualifications:

- Excellent communication and customer service skills
- Proficiency in Microsoft Office and other relevant software applications
- Excellent time management and organizational skills with the ability to multi-task, meet deadlines, and pay attention to detail
- Strong analytical and problem-solving skills
- Ability to work independently, and in a team environment, in order to effectively complete assigned tasks and contribute to the smooth operation of the department.

Education/Experience:

- High School diploma or equivalent
- Prior experience in utility billing, bookkeeping, or related field preferred

The City of Denham Springs is an equal opportunity employer. The work examples described in this specification are intended only as an illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from job performance requirements if the work is similar, related, or a logical assignment to the job.